MASS. HS1.102: F21

FAMILY RESOURCE GUIDE

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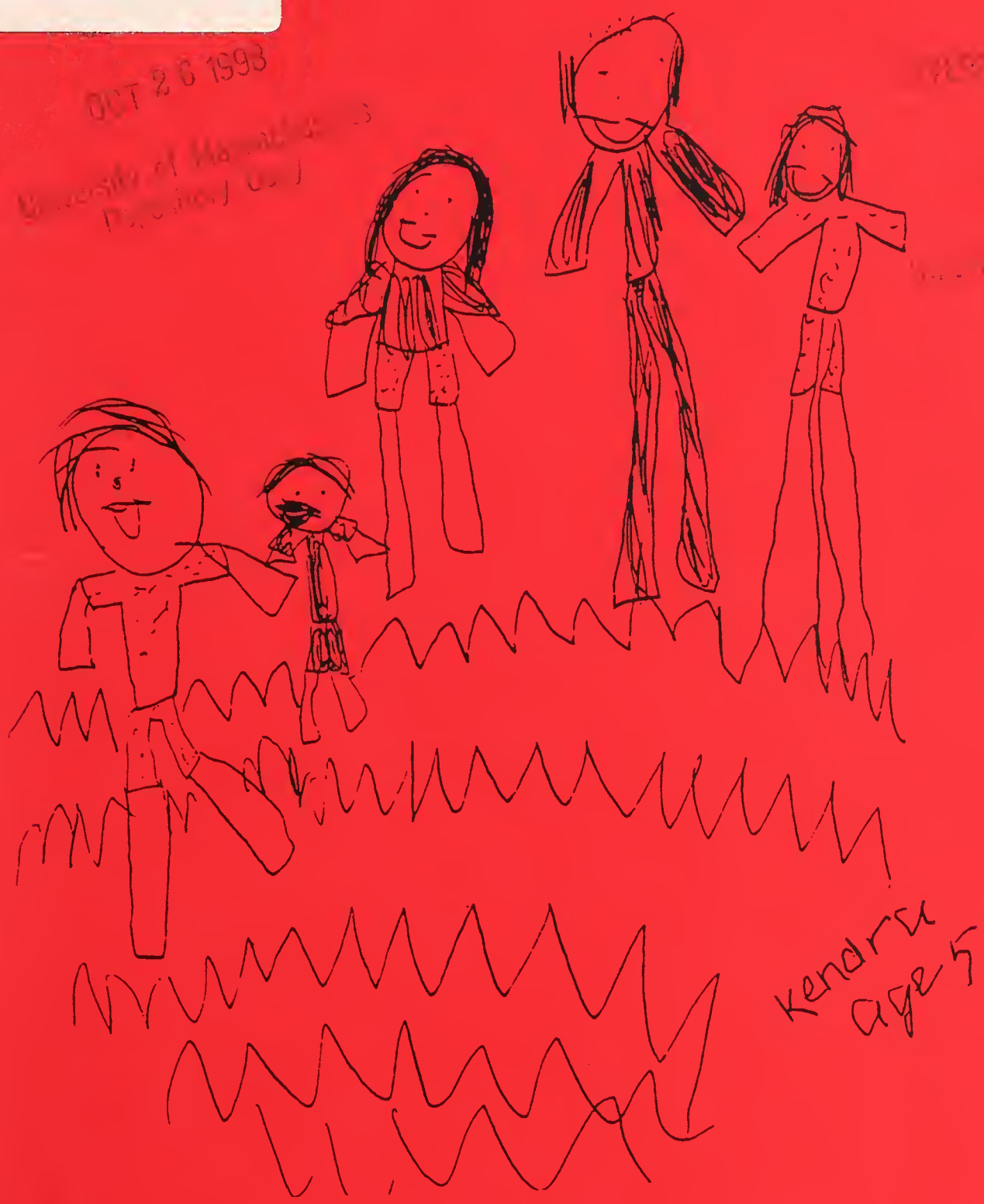

IMPORTANT FAMILY INFORMATION

Doctor or Clinic_____

Pharmacy_____

Family member or friend to call in case of emergency_____

Emergency - **911**

Police_____

Fire_____

Poison Control - **1-800-682-9211**

Parental Stress Line - **1-800-632-8188**

Other important numbers_____

_____

_____

_____

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The vision of the Collaboration Project is to improve the lives of children and their families in Massachusetts by improving the way services and support for young children are designed, delivered, coordinated and organized. For more information concerning this project, please write or call: The Head Start-State Collaboration Project, The Executive Office of Health and Human Services, One Ashburton Place, Boston, MA 02108 - (617) 727-7600.

RESOURCES TO HELP YOU AND YOUR FAMILY

There are lots of services for parents in Massachusetts. Everyone needs help sometimes. Do not be afraid to call. Services are listed in the following categories:

- **Food, Clothing, and Housing**
- **Financial Aid**
- **Health**
- **Safety**
- **Legal Aid**
- **Parenting and Family Support**
- **Early Care and Education**
- **Jobs and Training**
- **Disability Services**
- **Advocacy and Action**
- **Success by 6 Parent Line**
- **Division of Employment and Training Service Centers**

Under each listing you will find:

1. A short description of the service and the phone number.

2. Hours the service is open -- Most are open 9 AM - 5 PM, unless noted. Some are open 24 hours a day, 7 days a week. They are marked: "ALWAYS OPEN."

3. Languages spoken at the service-- Some services are available in languages other than English. These are marked. Some services offer the AT&T Language Line. This is over-the-phone interpretation from English into more than 140 different languages which is accessed by the service being called.

To be ***eligible*** for a service means to meet certain requirements. These requirements are different from service to service. You and your family can be eligible for one and not another. Call the service. The staff there will tell you if you are eligible.

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FOOD, CLOTHING, TRANSPORTATION and HOUSING

American Red Cross
Disaster relief -- clothing, food pantry, housing and household goods; classes on health topics including First Aid and CPR. You can find the phone number of your local Red Cross chapter in your phone book.
Additional Languages: Some Spanish available

Expanded Food and Nutrition Education Program 1-800-622-3637
Nutrition education for eligible families with children

First Call for Help
Help with housing, food, utilities, legal support and other basic needs

United Way of Massachusetts Bay	1-800-231-4377
United Way of Cape Cod	1-800-462-8002
United Way of Central Mass.	1-508-755-1233 (voice/TDD)
Jones Library- Western Mass.	1-800-339-7779

or call your local United Way
Additional Languages: Some Spanish available

Fuel Assistance Program 1-800-632-8175
Financial aid for heat

Good Neighbor Energy Fund
Fuel assistance available to eligible families during the heating season
Eastern Mass 1-800-334-3047
Western Mass 1-800-262-1320

Hunger and Food Stamp Hotline 1-800-645-8333
Coupons for groceries and referrals to local food banks
Additional Languages: Spanish

Massachusetts Affordable Housing Alliance 617-822-9100
Counseling for first-time home buyers and advocacy on housing issues
Additional Languages: Spanish

Massachusetts Coalition for the Homeless 617-737-3430
Donations Assistance Center provides furniture and household goods
Additional Languages: Spanish

Massachusetts Tenant Organization and Resource Center 617-367-6260
Information on tenants' rights

Medicaid Transportation Program 1-800-682-1062, 1-800-841-2900, 1-800-497-4648 (TTY)
Consumers of MassHealth may receive funds for transportation services for health care services.
Additional Languages: Spanish, Chinese, Khmer, Portuguese, Vietnamese, Russian

UMass Extension
Planning and preparing low-cost, healthy meals; offered on an individual basis or in small, home-based groups

Greater Boston	1-800-622-3637
Southeastern Mass	508-991-6913
Central Mass	508-831-1225
Western Mass	413-737-0236

Additional Languages: Some Spanish available

WIC 1-800-942-1007
Food for eligible pregnant women and children under 5 and information on nutrition, breast feeding, child health and development, and parenting
Additional Languages: Spanish, Haitian Creole, French, Portuguese

FINANCIAL AID

Children's Medical Security Plan 1-800-909-2677
Health insurance to eligible children 18 and under for primary care, limited emergency care and prescription drugs
Additional Languages: 140 through the AT&T Language Line

CommonHealth 1-800-662-9996, 1-800-608-3300 (TTY)
Health insurance for working disabled adults and children under 18
Additional Languages: Other languages available at certain times

Disability

Department of Transitional Assistance (formerly Welfare) 1-800-445-6604, 1-800-249-2007(new applicants)
Food stamps, Transitional Aid for Needy families (TANF), and other assistance
Additional Languages: Spanish

Healthy Start 1-800-531-MOMS
Insurance for eligible pregnant women and referrals to health care and other services
Additional Languages: Spanish, Portuguese, Haitian Creole

Medicaid/MassHealth 1-800-682-1062, 1-800-841-2900, 1-800-497-4648 (TTY)
Health insurance for eligible families
Languages: English, Spanish, Chinese, Khmer, Portuguese, Vietnamese, Russian

Supplemental Security Income (SSI) 1-800-772-1213
Financial assistance for eligible children and adults with disabilities

HEALTH

AIDS Hotline 1-800-235-2331 (English), 1-800-637-3776 (Spanish), 617-437-1672 (TTY)
Information, referrals and support for HIV and AIDS-related issues
HOURS: Mon-Fri, 9 AM - 9 PM; Sat, 10 AM - 2 PM
Additional Languages: Spanish - Daily, 8 AM - 2 AM

Al-Anon 781-843-5300
Support for family members affected by alcoholism or other substance abuse
HOURS: Mon-Fri, 10 AM - 3 PM

Alcohol and Drug Hotline 1-800-327-5050, 617-354-0997 (TTY)
Referrals to substance abuse treatment services
Additional Languages: Spanish
ALWAYS OPEN

American Academy of Pediatrics, Mass Chapter 781-893-4610
Information about child health issues

American Cancer Society State Central Response 1-800-ACS-2345
Information on screening, free examinations, diagnostic services, treatment and transportation
Additional Languages: Spanish, Portuguese, Khmer

Anonymous HIV Testing 1-800-750-2016, 1-800-834-0041 (TTY)
Information and referrals for HIV testing and needle exchange programs
Additional Languages: 140 through the AT&T Language Line
HOURS: Mon, Wed, Thurs, 9 AM - 9 PM; Tues, Fri, 9 AM - 5 PM; Sat, 10 AM - 2 PM

Ask-a-Nurse 1-800-544-2424
Information and referrals
ALWAYS OPEN

Depression After Delivery 1-800-944-4PPD
Information for new parents and referrals to local providers and support groups
ALWAYS OPEN

Good Grief Program 617-534-4005
Training for providers and teachers about children and grief; books, videos and other resources

Health Care for All 1-800-272-4232
Advocacy and help with getting health care
Additional Languages: Spanish, Portuguese

La Leche League 1-800-la-leche
Telephone counseling on breast feeding, new mothers' groups, and information on breast pump rentals and sales

Lead Paint Hotline 1-800-532-9571
Information about lead laws and consumer rights; referrals for lead screening, inspection, and deleading
Additional Languages: Spanish

Massachusetts Center for Sudden Infant Death Syndrome (SIDS) Hotline 1-800-641-SIDS
Information and counseling about Sudden Infant Death Syndrome
ALWAYS OPEN

Massachusetts Council on Compulsive Gambling 1-800-426-1234, 617-426-1855 (TTY)
Counseling and referrals for gamblers and their families
ALWAYS OPEN

Massachusetts Dental Society 1-800-342-8747
Referrals to dentists and special needs dentistry

Massachusetts Department of Mental Health 1-800-221-0053
Emergency evaluations and treatment for persons having a mental health crisis

Massachusetts Family Planning Program 617-624-6060
Referrals to family planning clinics, and information about birth control and reproductive health services

Massachusetts Immunization Program 617-983-6800
Information about immunizations and where to get shots

Massachusetts League of Community Health Centers 1-800-475-8455
Referrals to local health centers and information about free or reduced-cost health care
Additional Languages: Spanish, Vietnamese

Massachusetts Psychiatric Society 1-800-831-3134
Referrals to mental health providers

National Center for Death Education 617-928-4649
Referrals for grief counseling and recommendations on books and videos

National Mental Health Association 1-800-969-6642
Referrals to mental health providers and information on mental health

Nursing Mothers' Council 617-244-5102
Breast feeding counseling and rental of breast feeding pumps and other aids
Additional Languages: Spanish (by referral)

Physician Referral Service 1-800-322-2303 ext. 315
Referrals to physicians based on language, location, and specialty
Additional Languages: Spanish

Planned Parenthood 1-800-682-9218; 617-264-7390 (TTY)
Referrals to confidential pregnancy testing; reproductive health services and information
Additional Languages: Spanish, Haitian Creole

Poison Control Center 1-800-682-9211
Emergency advice about poisoning, and information on poisons
Additional Languages: 140 through the AT&T Language Line
ALWAYS OPEN

Sexually Transmitted Disease (STD) Control Program 617-983-6940
Locations and hours of clinics that screen and treat sexually transmitted diseases; information on STDs
Additional Languages: Spanish

Smokers Quitline 1-800-TRY-TO-STOP (English), 1-800-DEJALO (Spanish), 1-800-TDD-1477 (TDD)
Counseling and referrals to local smoking cessation programs
Additional Languages: Spanish, 140 others through the AT&T Language Line
ALWAYS OPEN

SAFETY

Auto Safety Hotline 1-800-424-9393
Information about car safety seats, air bags, and passenger safety
Additional Languages: Spanish

Battered Women's Hotline 1-800-992-2600
Referrals, peer support, and information on location and availability of shelters
Additional Languages: Spanish
ALWAYS OPEN

Buckle Up Hotline 1-800-443-SAFE
Information on child safety and locations of car seat loan programs; takes reports of improperly restrained children and follows up with information packets
ALWAYS OPEN

Child-At-Risk Hotline 1-800-792-5200
To report child abuse; follow-up services include crisis intervention and emergency services, counseling, protective child care, parent aide services, substitute care and case management
ALWAYS OPEN

Child Witness to Violence Project 617-534-3666
Counseling for children who have witnessed violence, especially domestic violence
Additional Languages: Spanish

Elder Abuse Hotline 1-800-922-2275
To report neglect or financial, psychological or physical abuse of people 60 years of age or older; counseling and referral services
Additional Languages: 140 through the AT&T Language Line
ALWAYS OPEN

Disabled Abuse Hotline 1-800-426-9009
To report abuse of people with disabilities

Massachusetts Passenger Safety Program 1-800-CAR-SAFE
Locations of car seat loan programs; information about passenger safety, child safety seat installation and recalls

Rape Crisis Center 1-800-922-8772, 617-492-RAPE, 617-492-6434 (TTY)
Crisis counseling and referrals for rape victims
Additional Languages: 140 through the AT&T Language Line
ALWAYS OPEN

Samaritans 617-247-0220
Suicide prevention crisis line
ALWAYS OPEN

LEGAL AID

La Alianza Hispana 617-427-7175
Information and referral to a wide range of Spanish-language services
Additional Languages: Spanish

Legal Advocacy and Resource Center 1-800-342-LAWS
Free and reduced-fee legal services

Legal Services Center 617-522-3003
Legal services for housing, family, benefits and AIDS-related discrimination
Additional Languages: Spanish

Harvard Legal Aid Bureau 617-495-4408
Free legal services about housing, benefits and family law
Additional Languages: other languages available at certain times

Harvard University Small Claims Advisory Service 617-497-5690
Free advice on consumer law disputes about sums less than $1500

Massachusetts Bar Association 1-800-392-6164, 617-654-0400, 617-338-2625 (TDD)
Referrals to legal aid programs and services
Additional Languages: Spanish

Massachusetts Child Support Enforcement 1-800-332-2733
Information on child support laws, filing claims and help with a specific case
Additional Languages: Spanish, Portuguese, French, Greek

Massachusetts Commission Against Discrimination 617-727-3990, 413-739-2145
To report complaints about housing, maternity, and employment discrimination
Additional Languages: Spanish
ALWAYS OPEN

Massachusetts Department of the Attorney General 617-727-2200
Help for victims of violent crime and advice on consumer complaints
Additional Languages: Spanish

Massachusetts Legal Assistance Corporation 617-367-8544
Legal services for income-eligible people

Volunteer Lawyers Project 617-423-0648, 617-338-6790 (TDD)
Help with Supplemental Security Income (SSI) appeals and other cases
Additional Languages: Spanish

Western Massachusetts Legal Services 1-800-639-1309
Legal service on housing, Medicaid, SSI and benefits
Additional Languages: Spanish

PARENTING AND FAMILY SUPPORT

Alternative Family Matters 617-576-6788
Information for gay and lesbian parents and those considering parenting

Children's Trust Fund 1-800-252-8403
Referrals to local parent education groups, parent support groups, and home visiting programs; free materials on preventing child abuse and neglect

Early Intervention 1-800-905-8437, 617-624-5992 (TDD)
Developmental assessment, intervention and family support services to eligible children birth - 3 years old

Even Start 1-800-447-8844 (voice/TTY) This number will refer you to individual programs in your area which will serve a variety of different language and cultural groups.
A family literacy program for both parents and children together (0-7) to support parents as their child's first teachers and to become partners in their child's education by providing the following services: basic skills/ESL for parents, early childhood program, parenting education, parent and child time together and home visits.

Family Literacy Challenge 1-800-447-8844 (voice/TTY)
Programs provide services for both parents and children (3-12) including: basic skills/ESL for parents, parenting education, parent and child time together and in some cases, home visits.

Family and Parenting Services 617-267-0900
Information, resources, activities and support for gay and lesbian parents and their children, alternative insemination program, programs for gays and lesbians considering parenting

Family TIES 1-800-905-TIES
Support for families of children with special needs
Additional Languages: Spanish

FIRSTSteps 617-624-6060
Referrals to home visiting programs for parenting education and support, child health and development screening, and other services. Programs are located in certain communities; some programs offer other languages.

Grandparents Raising Grandchildren 617-727-7750
Referrals to support groups for grandparents raising their grandchildren; free resource directory
Additional Languages: Spanish

Massachusetts Committee for Children and Youth 1-800-CHILDREN
Information about child abuse prevention
ALWAYS OPEN

Massachusetts Family Network 1-800-447-8844 (voice/TTY)
Parenting skills workshops, guidance in child development, home visits, health and developmental screening, play groups, local resource directories, crisis assistance (child care and transportation for all MFN activities provided)

Massachusetts Mothers of Twins Association 617-646-TWIN
Referrals to support groups and programs for parents with multiple births

Massachusetts Society for the Prevention of Cruelty to Children 1-800-442-3035
Information and referrals to child abuse prevention and home visiting services

Open Door Society 1-800-932-3678
Support for adoptive families and for people who want to learn about adoption

Parental Stress Line 1-800-632-8188
Confidential counseling, support and information for parents
Additional Languages: Spanish
ALWAYS OPEN

Parents Anonymous 1-800-882-1250
Telephone counseling and referrals to confidential support groups for parents

Success By 6 Parent Line 617-421-1789
Pre-recorded parenting tips and referrals, see page 19 for topics
Additional Languages: Spanish
ALWAYS OPEN

Tough Love International 1-800-333-1069
Support and parenting skills for parents of teenagers

EARLY EDUCATION AND CARE

If you think your child might have a special need, contact the Early Childhood Coordinator or Special Education Director of your local school system.

Child Care Resource and Referral Network 1-800-345-0131
Information on child care including how to choose a Head Start and family day care provider, lists of licensed child care providers in your area, and programs that help pay for child care
Additional Languages: Some Spanish available

Head Start/Administration for Children and Families 617-565-1128
Referrals to Head Start programs for children 3 - 5 years old

Massachusetts Department of Education 781-388-3300 ext. 357
Information on early childhood programs

Office of Child Care Services 617-626-2000
State agency that monitors and licenses child care programs; and reports of founded complaints against a provider; and receives complaints

Parents United for Childcare 617-426-8288
Advocacy and referrals for child care
Additional Languages: Spanish, Portuguese, Tagalog

American Camping Association 617-426-8288
For information on camps, including programs for children with special needs

JOBS AND TRAINING

Division of Employment and Training 617-626-6600, 617-727-6156 (TTY)
Job listings and employment training programs
Additional Languages: Other languages available at certain times

Higher Education Information Center 617-536-0200
Information and advice on educational and career opportunities and sources of financial aid

Mass Adult Literacy Hotline 1-800-447-8844
Information and referrals for adult learners for English as a Second Language (ESL), General Education Development (GED) Certificate, family literacy and support programs, and citizenship classes
Additional Languages: Spanish

Massachusetts Coalition for Occupational Health and Safety (MassCOSH) 617-524-6686
Information and training on workplace health and safety issues and workers' rights to safe workplaces
Additional Languages: Spanish

Mass Jobs 617-348-5930
Employment and training for consumers of the Department of Transitional Assistance
Additional Languages: Spanish

DISABILITY SERVICES

Adaptive Design Services 413-585-1153
Adapts equipment to individual needs when adaptation is not commercially available

Assistive Technology Center of United Cerebral Palsy of Berkshire County 413-447-9555
Resource center, assistive technology specialist, mobility clinic and equipment loan program

CAST: Center for Applied Special Technology 978-531-8555
Technology for individuals with disabilities, including clinical evaluation, advocacy for inclusion in schools, and use of adaptive devices

Federation for Children with Special Needs 1-800-331-0688, 617-482-2915 (TTY)
Advocacy and service referrals for children with special needs and their parents or guardians
Additional Languages: Spanish

Hearing Evaluation and Hearing Aid Programs 1-800-882-1435, 617-624-5992 (TTY)
Information and referrals for infants and toddlers for complete hearing evaluations; evaluations and hearing aids for uninsured children birth through 21

March of Dimes 781-762-4747
Materials in English and Spanish on genetic services, birth defects, and children with special needs

Massachusetts Assistive Technology Partnership Center 1-800-848-8867 (voice/TDD)
Information on assistive technology products, services, and funding sources for people with disabilities
Additional Languages: 140 through the AT&T Language Line

Massachusetts Easter Seals 1-800-922-8290, 1-800-564-9700 (TTY)
Referrals for disability services and information on loans for car safety devices, assistive technology and equipment for children with temporary or chronic disabilities

Massachusetts Office on Disabilities 1-800-322-2020
Information, referrals and advocacy for people with disabilities

Massachusetts Advocacy Center 617-357-8431
Advocacy for children needing special education services

Massachusetts Department of Public Health Case Management
Case management, support, and technical assistance to help parents of children with special health care needs to get services from public and private agencies

Southeast Region:	508-947-1231
Greater Boston Region:	617-727-0747
Western Region:	413-586-7525
Northeast Region:	978-851-7261
Central Region:	508-792-7880
Metro West Region:	781-828-7700

Additional Languages: Spanish

MASSTART (Massachusetts Technology Assistance Resource Team) 617-624-5978; 617-624-5070
Information, resources, training and technical assistance for parents, school staff and health care providers about medical technology and the health needs of children assisted by medical technology while in school

MBTA Transportation Access 617-222-5123
Information on accessible transportation services for disabled persons in the Greater Boston area

New England INDEX 781-642-0248 (voice/TDD)
Referrals to physicians, consultants, multilingual consultants, and technical assistance
Additional Languages: Spanish, other languages available at certain times

PKU Special Dietary Food and Formula Program 1-800-882-1435, 617-624-5992 (TTY)
Special food and formula for uninsured children with PKU and other related metabolic conditions

SEEK: Special Equipment Exchange Catalog 413-323-7368
Helps with exchanges of special needs equipment

SHARE Foundation: Society for Human Advancement through Rehabilitation 508-999-8482
Evaluation, equipment and services for people with physical disabilities

ADVOCACY AND ACTION

Citizen Information Line 1-800-392-6090
Information about state agencies and programs

Federal Information Center 1-800-688-9889
Information about federal agencies and programs
Additional Languages: Spanish

Massachusetts Immigrant and Refugee Advocacy Coalition 617-350-5480
Information about immigration laws and support for people looking to become citizens

Office of Refugees and Immigrants 617-727-7888
Information and referrals for refugees and immigrants
Additional Languages: Other languages available at certain times

State Representatives and Senators 617-722-2000
Call to contact your local representatives about issues that concern you.

United Way of Massachusetts Bay Voluntary Action Center 617-624-8186
Local and state volunteer opportunities

PARENT LINE
617-421-1789

The Parent Line gives up-to-date information on parenting. You can get recorded messages on many topics 24 hours a day. Call the number and choose the message you want to hear. You can also choose to talk to someone in person for more help.

PREGNANCY

1161 Changes During Pregnancy
1166 Good Nutrition and Pregnancy
1170 Pregnancy Danger Signals
1171 Pregnancy, Drugs & Your Baby
1172 Prenatal Care
1173 Symptoms of Pregnancy

PARENTING

1164 Feeding Your Baby
1468 Am I a Good Parent?
1470 Call the Teacher: Questions to Ask
1432 Child Abuse: Emotional
1433 Child Abuse: Neglect
1434 Child Abuse: Physical
1435 Child Abuse: Sexual
1436 Child Day Care: Questions to Ask
1477 Helping Your Children in School
1465 Single Parenting: Today's Challenge

CHILD DEVELOPMENT

1439 Children and Divorce
1440 Children and Household Chores
1443 Children and Stepfamilies
1447 Children and Two-Parent Working Families
1448 Common Sense Parenting: Bedtime Routines
1449 Common Sense Parenting: Dinner Time
1450 Controlling Temper Tantrums
1451 Discipline
1457 Giving Effective Commands to Your Children
1458 Helping Children With Morning Routines
1461 Making Your Child More Independent
1462 Improving Parent-Child Interaction

CHILD BEHAVIOR

1430 Anger-Control Problems
1431 Attention Deficit Hyperactivity Disorder
1437 Children and Anxiety
1438 Children and Depression
1441 Children and Moving
1442 Children and Reactions to Death
1444 Children and Television
1445 Children and Temperament Styles
1454 Soiling
1455 Wetting/Bedwetting
1456 Fears and Phobias
1460 Hurried Children Growing Up Too Fast
1463 Self Control
1464 Shyness
1466 Stealing

MENTAL HEALTH, HEALTH AND NUTRITION

1352 Coping with Stress
1354 Depression: Do I have a Problem?
1359 Helping Someone Who is Depressed
1362 Stress: Do I Have a Problem?
1400 A Well-Balanced Diet
1384 Head Lice Information

SCHOOL ISSUES

1471 Children and Giftedness
1472 Children and Grade Retention
1474 Children and Reading
1476 Helping With Homework
1479 Your Child's Progress in School
1480 The Parent-Teacher Conference

DIVISION OF EMPLOYMENT AND TRAINING

Service Centers

Gr. Boston Reg.

+Cambridge
371 Green Street
Cambridge, MA 02139
(617) 864-1950

+Chelsea
121 Webster Avenue
Chelsea, MA 02150
(617) 884-5850

Marlboro
201 Boston Post Road West
Marlboro, MA 01752
(508) 485-8711

*Norwood
Metro South/West Workforce Development Career Center
275 Prospect Street
Norwood, MA 02062
(617) 727-5835

Norwood
60 Central Street
Norwood, MA 02062
(617) 762-9450

Woburn
210 W. Cummings Park
Woburn, MA 01801
(617) 935-4654

Northeast Region

Danvers
North Shore Career Ctr
Northwoods Business Park
199 Rosewood Drive
Danvers, MA 01923
(508) 739-4331

Gardner
55 Lake Street
Gardner, MA 01440
(508) 632-5050

Gloucester
11-15 Parker Street
Gloucester, MA 01930
(508) 283-4772

Haverhill
80 Merrimack Street
Haverhill, MA 01830
(508) 374-4753

Lawrence
160 Winthrop Avenue
Lawrence, MA 01843
(508) 682-5215

Leominster
Career Ctr of N.Central MA
100 Erdman Way
Leominster, MA 01453
(508) 534-1481

+Lowell
291 Summer Street
Lowell MA 01853
(508) 459-0563

*Lowell
Career Center of Lowell
206 Jackson Street
Lowell, MA 01852
(508) 458-2503

Lynn
52-62 Market Street
Lynn, MA 01901
(617) 593-5504

Southeast Region

Attleboro
67 Mechanic Street
Atleboro, MA 02703
(508) 222-1950

Brockton
25 White Avenue
Brockton, MA 02403
(508) 586-8100

Fall River
446 North Main Street
Fall River, MA 02722
(508) 678-8311

Hyannis
77 High School Rd. Ext.
Hyannis, MA 02601
(508) 775-5800

New Bedford
618 Acushnet Avenue
New Bedford, MA 02740
(508) 999-2360

Plymouth
Plymouth Career & Employment Center
40 Industrial Park Road
Plymouth, MA 02360
(508) 746-5910

Provincetown
260 Commercial Street
Provincetown, MA 02657
(508) 487-1382

Quincy
50 Ross Way
Quincy, MA 02169
(617) 471-2750

*Swansea
Route 118
Swansea, MA 02777
(508) 673-4799

Taunton
72 School Street
Taunton, MA 02780
(508) 824-1301

Wareham
3088 Cranberry Hwy.
Buzzards Bay, MA 02532
(508) 295-1784

West/Central Region

Dudley
Dudley Plaza
Airport Road
Dudley, MA 01571
(508) 943-1240

*Greenfield
One Arch Place
Greenfield, MA 01301
(413) 744-4361

Milford
14 Beach Street
Milford, MA 01757
(508) 478-4300

North Adams
85 Main Street
North Adams, MA 01247
(413) 663-3748

*Northampton
243 King Street
Northampton, MA 01061
(413) 586-6506

Pittsfield
46 Summer Street
Pittsfield, MA 01202
(413) 447-7324

Worcester
340 Main Street-2nd Floor
Worcester, MA 01608
(508) 791-8551

One-Stop Career Centers

The Boston Career Link
281 Huntington Avenue
Boston, MA 02115
(617) 536-1888

The Work Place
101 Federal Street
Boston, MA 02110
(800) 436-WORK

Career Source
185 Alewife Brook Parkway
Cambridge, MA 02138
(617) 661-7867
(888) 454-9675

CareerPoint
850 High Street
Holyoke, MA 01040
(413) 532-4900

FutureWorks
One Federal St. Bldg 103-3
Springfield, MA 01105
(413) 858-2800

JobNet
1010 Massachusetts Ave.
Roxbury, MA 02118
(617) 427-4855

JobNet
210 South Street
Boston, MA 0 2111
For information, call:
(617) 626-6591

The Career Place
Trade Center Park
100 Sylvan Road
Woburn, MA 01801
For information, call:
(508) 656-3900 or
(617) 280-3900

* Unemployment Insurance (UI) services are not available in this office
+ Employment Services are not available in this office.